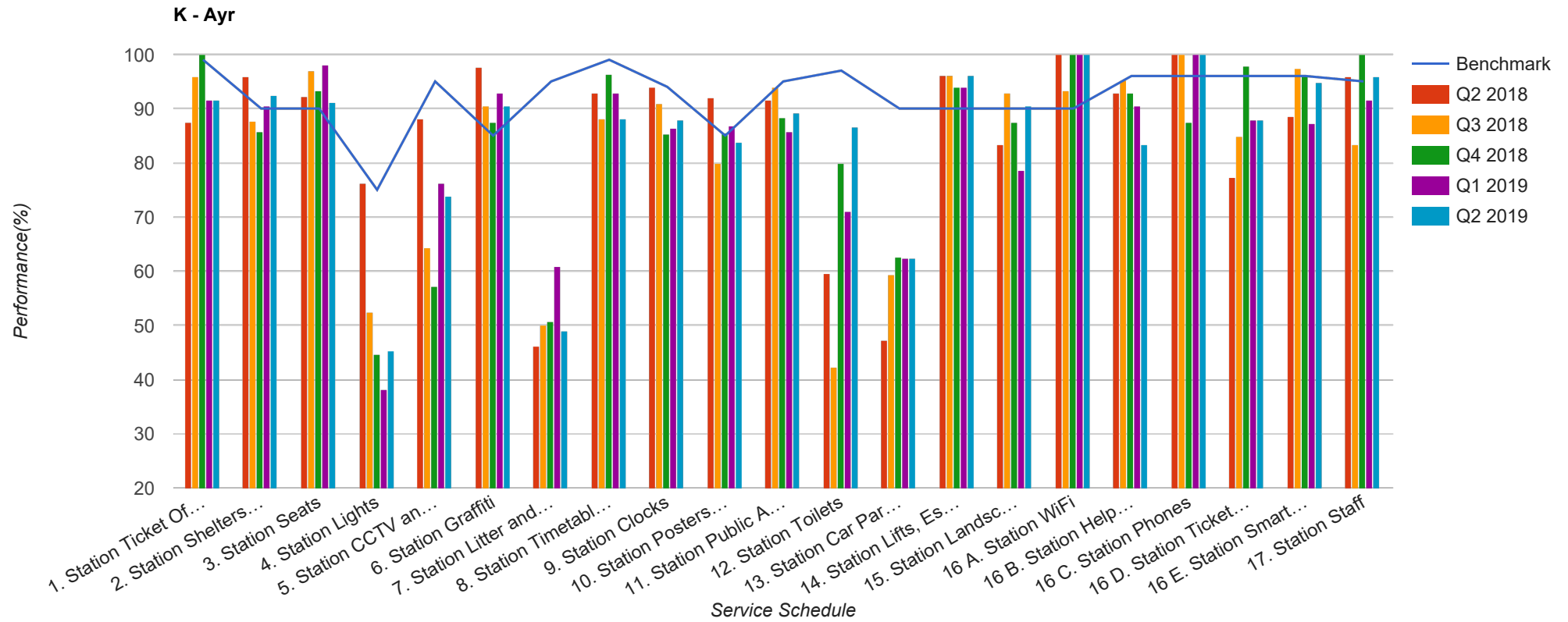


Quarter 2 2018 - Quarter 2 2019
Scotrail



Table

Service Schedule	Benchmark	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
1. Station Ticket Offices	99	87.5	95.83	100	91.67	91.67
2. Station Shelters and Waiting Areas	90	95.95	87.76	85.64	90.41	92.41
3. Station Seats	90	92.16	97.06	93.38	98.04	91.18
4. Station Lights	75	76.19	52.38	44.64	38.1	45.24
5. Station CCTV and Security	95	88.1	64.29	57.14	76.19	73.81
6. Station Graffiti	85	97.62	90.48	87.5	92.86	90.48
7. Station Litter and Contamination	95	46.08	50	50.74	60.78	49.02
8. Station Timetables and Information	99	92.86	88.1	96.43	92.86	88.1
9. Station Clocks	94	94.03	90.91	85.23	86.36	87.88
10. Station Posters and Signage	85	91.92	79.8	85.61	86.87	83.84
11. Station Public Announcement and Customer Information Systems	95	91.67	94.05	88.39	85.71	89.29
12. Station Toilets	97	59.52	42.22	80	71.11	86.67
13. Station Car Parks and Cycle Facilities	90	47.31	59.34	62.6	62.37	62.37
14. Station Lifts, Escalators, Access Ramps and Stairs	90	96.08	96.08	93.94	93.88	96.08
15. Station Landscaping and Vegetation	90	83.33	92.86	87.5	78.57	90.48
16 A. Station WiFi	90	100	93.33	100	100	100
16 B. Station Help Points	96	92.86	95.24	92.86	90.48	83.33
16 C. Station Phones	96	100	100	87.5	100	100
16 D. Station Ticket Machines	96	77.27	84.85	97.73	87.88	87.88
16 E. Station Smartcard Readers	96	88.46	97.44	96.15	87.18	94.87
17. Station Staff	95	95.83	83.33	100	91.67	95.83